1 **BEFORE THE** 2 CALIFORNIA GAMBLING CONTROL COMMISSION 3 In the Matter of the Application for Approval BGC Case No. BGC-HQ2021-00014SL 4 of Gambling Establishment Key Employee CGCC Case No. CGCC-2021-0408-5 License Regarding: 5 **DECISION AND ORDER** CARMELITA ALBIANI 6 7 Hearing Date: December 3, 2021 10:00 a.m. Time: 8 Respondent. 9 This matter was heard by the California Gambling Control Commission (Commission) 10 pursuant to Business and Professions Code sections 19870 and 19871, and Title 4, California 11 Code of Regulations (CCR) section 12060, in Sacramento, California, and held via Zoom video 12 conference, on December 3, 2021. 13 Neil Houston, Deputy Attorney General, State of California (DAG Houston), represented 14 complainant Nathan Davalle, Acting Director of the Bureau of Gambling Control (Bureau), 15 Department of Justice, State of California. 16 Carmelita Albiani (Albiani) attended on her own behalf without representation. 17 During the evidentiary hearing, Presiding Officer Kate Patterson took official notice of the 18 Notice of Agenda, the Commission's Conclusion of Prehearing Conference letter, the 19 Commission's Notice of Hearing with attachments (A) Albiani's Application, and (B) the 20 Bureau's background investigation report, the Notice of Continued Hearing, and Albiani's signed 21 Notice of Defense. 22 During the evidentiary hearing, Presiding Officer Kate Patterson accepted into evidence 23 the following exhibits offered by the Bureau pursuant to a stipulation between the parties: 24 (1) Statement of Reasons; Statement to Carmelita Albiani; copies of Business 25 & Professions Code, §§ 19870 and 19871; copy of California Code of 26 Regulations, tit. 4, §12060; and July 7, 2021, Certificate of Service by 27 Certified Mail Service, Bates Nos. Complainant 001-032; 28 1

1	(2)	Notice of Defense, dated April 26, 2021, Bates Nos. Complainant 033-034;
2	(3)	Notices from the California Gambling Control Commission:
3		(a) October 31, 2019 letter to Carmelita Albiani re: additional
4		information/documents and fees required, Bates Nos. Complainant 035-
5		036;
6		(b) March 26, 2021 Notice of Scheduled Commission Meeting letter to
7		Carmelita Albiani with attached Agenda Item # 5 documentation, Bates
8		Nos. Complainant 037-043;
9		(c) April 9, 2021 Referral of Initial Key Employee License Application to
10		an Evidentiary Hearing letter to Carmelita Albiani without enclosures,
11		Bates Nos. Complainant 044-047;
12		(d) June 14, 2021 Notice of Hearing letter without attachments, Bates Nos.
13		Complainant 048-053; and
14		(e) July 15, 2021 Conclusion of Prehearing Conference, Bates Nos.
15		Complainant 054-062;
16	(4)	License History for Carmelita Albiani, Bates No. Complainant 063;
17	(5)	Certification of Official Records (Evidence Code section 1280) by Andrea
18		Farris, Manager I, Bureau of Gambling Control, dated April 29, 2021,
19		Bates No. Complainant 064;
20	(6)	Correspondence and Emails Between Bureau of Gambling Control and
21		Carmelita Albiani, Bates Nos. Complainant 065-217;
22		(a) September 27, 2019 letter to Carmelita Albiani re incomplete
23		Application for Interim License returning initial Application dated
24		September 13, 2019, Bates Nos. Complainant 065-066;
25		(b) October 24, 2019 letter to Carmelita Albiani re application is complete,
26		Bates No. Complainant 067;
27		(c) November 22, 2019 letter to Carmelita Albiani re Pursuant to CCR
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1	sections 12350(c) and 12354(c) Interim Key Employee must submit
2	completed package within 30 days, Bates Nos. Complainant 068-069;
3	(d) December 23, 2019 letter to Carmelita Albiani re Application received
4	12/23/2019 determined incomplete, Bates Nos. Complainant 070-071;
5	(e) January 30, 2020 letter to Carmelita Albiani re Application is
6	determined complete, Bates No. Complainant 072;
7	(f) January 30, 2020 Email from Tania Dawson to Carmelita Albiani with
8	attached letter re Supplemental Information Package, Bates Nos.
9	Complainant 073-074;
10	(g) February 19, 2020 Email from Tania Dawson to Carmelita Albiani re
11	confirmation of contact information, Bates No. Complainant 075;
12	(h) Division of Law Enforcement Work Permit Licensing Section
13	Telephone Contact Sheet, 02/25/2020 – 03/18/2021, Bates Nos.
14	Complainant 076-078;
15	(i) March 3, 2020 email from Tania Dawson to Carmelita Albiani with
16	attached letter re Additional Information and/or Documentation
17	Required, Bates Nos. Complainant 079-084;
18	(j) March 16, 2020 email from Tania Dawson to Carmelita Albiani re
19	Responses due March 13, 2020, Bates No. Complainant 085;
20	(k) March 17, 2020 email from Tania Dawson to Carmelita Albiani with
21	attached letter re Final Notice re Additional Information, Bates Nos.
22	Complainant 086-094;
23	(l) April 7, 2020 email from Tania Dawson to Carmelita Albiani re
24	notification of new mailing address. Please complete Notice of Contact
25	Information Change form, Bates Nos. Complainant 095-096;
26	(m)June 30, 2020 letter to Carmelita Albiani re Notification Bureau cannot
27	complete investigation within 180 days, Bates No. Complainant 097;
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1	(n) September 11, 2020 Division of Law Enforcement Work Permit
2	Licensing Section Telephone Contact Sheet re left voicemail message
3	requesting contact to discuss status of key employee investigation,
4	Bates No. Complainant 098;
5	(o) September 14, 2020 email from Andrea Farris to Carmelita Albiani re
6	follow-up of phone conversation, Bates Nos. Complainant 099-105;
7	(p) September 16, 2020 email exchange between Carmelita Albiani and
8	Tania Dawson re receipt of Notice of Contact Information Change,
9	Bates Nos. Complainant 106-107;
10	(q) Handwritten memos from Carmelita Albiani to the Bureau – seven
11	dated 09/15/20; three dated 09/16/20; five dated 09/17/20; and four
12	dated 09/30/20; and completed Notice of Contact Information form
13	dated 09/30/20, Bates Nos. Complainant 108-126;
14	(r) September 24, 2020 email exchange between Tania Dawson and C.
15	Albiani re documents still outstanding, Bates Nos. Complainant 127-
16	129;
17	(s) October 9, 2020 letter from Andrea Farris, Manager I, to Carmelita
18	Albiani re Request for Additional Deposit, Bates Nos. Complainant
19	130-131;
20	(t) November 9, 2020 email from Tania Dawson to Carmelita Albiani with
21	attached letter re second additional deposit request letter, Bates Nos.
22	Complainant 132-134;
23	(u) Miscellaneous emails November 23 – 30, 2020 between Tania Dawson
24	and Carmelita Albiani re November 20, 2020 letter requesting
25	additional information and/or documentation, Bates Nos. Complainant
26	135-141;
27	(v) December 9, 2020 email from Tania Dawson to Carmelita Albiani with
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1	attached letter re Final Notice re submission of Additional Information
2	and/or Documentation, Bates Nos. Complainant 142-154;
3	(w) December 7, 2020 handwritten five-page memo from Carmelita Albian
4	to Bureau re additional information, Bates Nos. Complainant 155-159;
5	(x) January 7, 2021 email from Tania Dawson to Carmelita Albiani with
6	attached letter re Notification of Investigative Report, Bates Nos.
7	Complainant 160-162;
8	(y) Miscellaneous emails between Bureau staff, Carmelita Albiani and
9	Commission staff, dated February 16, 2021 – March 31, 2021, Bates
10	Nos. Complainant 163-177;
11	(z) March 31, 2021 handwritten memo from Carmelita Albiani to Bureau
12	re current tax debt, Bates No. Complainant 178;
13	(aa) Carmelita Albiani's Golden1 Bank statements, Bates Nos.
14	Complainant 179-186;
15	(bb) Carmelita Albiani's Bank of America statements, Bates Nos.
16	Complainant 187-210;
17	(cc) February 20, 2020 email exchanges between T. Dawson, Katherine
18	Trotter and Jamie Harbeck re Employment Verification Request, Bates
19	Nos. Complainant 211-214;
20	(dd) USCB America (Kaiser Permanente) Collection Account
21	Verification for Carmelita Albiani, Bates Nos. Complainant 215-216;
22	and
23	(ee) Division of Law Enforcement Work Permit Licensing Section
24	Telephone Contact Sheet dated December 9, 2020 re USCB America,
25	Bates No. Complainant 217;
26	(7) Bureau of Gambling Control Applications and Investigative Reports
27	(a) Application Interim Key Employee License, dated October 4, 2019,
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1		Bates Nos. Complainant 218-219;	
2		(b) Application for Gambling Establishment Key Employee License, dated	
3		January 20, 2020, Bates Nos. Complainant 220-222;	
4		(c) Key Employee Supplemental Background Investigation Information,	
5		dated December 17, 2019, Bates Nos. Complainant 223-238;	
6		(d) Gambling Establishment Key Employee Initial Background	
7		Investigation Report, Level III, Carmelita Albiani, Limelight Card	
8		Room, dated January 20, 2021, with attachments A and B, Bates Nos.	
9		Complainant 239-249; and	
10	(8)	Notice from the California Gambling Control Commission:	
11		(a) August 20, 2021 Notice of Continued Hearing, Bates Nos. Complainant	
12		250-252.	
13	During the evidentiary hearing, Presiding Officer Kate Patterson accepted into evidence the		
14	following exhibits offered by Albiani pursuant to a stipulation between the parties:		
15	(A)	Letter of Reference from Robert Manley, Bates No. APP001;	
16	(B)	Handwritten letter from Carmelita Albiani dated July 22, 2021, Bates No.	
17		APP002;	
18	(C)	Handwritten letter from Carmelita Albiani dated July 22, 2021, Bates No.	
19		APP003;	
20	(D)	Handwritten letter from Carmelita Albiani dated July 22, 2021, Bates No.	
21		APP004;	
22	(E)	Medical letter regarding Carmelita Albiani, Bates No. APP005; and	
23	(F)	Work Status Report regarding Carmelita Albiani, Bates No. APP006.	
24	The record was closed and the matter was submitted on December 3, 2021.		
25	FINDINGS OF FACT		
26	Procedural History		
27	1. On or about September 15, 2019, Albiani assumed key employee duties at Limelight		
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sent a letter to Albiani requesting that she provide the missing information by October 27, 2019. Albiani supplied the missing information by this deadline and the Bureau deemed her application for Interim Key Employee License complete.

- 21. On or about October 31, 2021, Bureau staff notified Albiani that an application package for her Initial Gambling Establishment Key Employee License was due within 30 days of the date she assumed key employee duties at Limelight. On or about November 22, 2019, Bureau staff sent a letter to Albiani that it had not yet received this application and that her Interim Key Employee License would become invalid unless she submitted a complete application package by December 22, 2019.
- 22. On or about December 23, 2019, the Bureau received Albiani's Application, but determined it was incomplete because it was missing a page. Bureau staff sent a letter to Albiani requesting the missing page of her Application by January 22, 2020. The Bureau received the missing page from Albiani on or about January 24, 2020.
- 23. On or about February 19, 2020, Bureau staff sent an email to Albiani requesting that she confirm her current contact information by February 24, 2020. Bureau staff spoke with Albiani on or about February 25, 2020 regarding her current contact information and other matters related to her Application.
- 24. On or about March 3, 2020, Bureau staff sent an email to Albiani requesting 15 additional items of information related to her Application by March 13, 2020. The requested items included the following: responses to questions about her work and financial history; copies of bank and investment statements; an explanation of why she did not disclose her termination from Jackson Rancheria Casino on her Supplemental; information regarding financial transactions with the websites "Buysale.top," "Webgo.dvp," and "Draftkings;" copies of federal tax returns and W-2 forms; and supporting documentation regarding any payment plans for a collection account, charge-off account, and tax-related debt.
- 25. Bureau staff sent additional emails on March 16 and 17, 2020, and a letter by certified mail, requesting that Albiani send the requested additional responses by March 24, 2020.

¹ The letter provides a requested reply date of February 24, 2019, but this is incorrect.

- 26. On or about April 6, 2020, Albiani left a voicemail message for Bureau staff. Albiani and Bureau staff spoke twice on April 7, 2020, exchanged voicemails on April 15, 2020, spoke twice on April 16, 2020, and spoke once on April 21, 2020. On or about June 4, 2020, Albiani left a voicemail message for Bureau staff. Albiani and Bureau staff spoke on June 9, 2020, during which Bureau staff requested that Albiani provide a complete Notice of Contact Information Change form and the additional information requested in its March 3, 2020 email.
- 27. On or about September 11, 2020, Bureau staff left a voicemail message for Albiani requesting that she call back by September 20, 2020 to discuss her Application or the Bureau would deem her Application abandoned.
- 28. On or about September 14, 2020, Bureau staff sent an email to Albiani again requesting a complete Notice of Contact Information Change form, the additional information requested in its March 3, 2020 email, and information related to her local work permit. Bureau staff also sent a letter to Albiani requesting responses to its March 3, 2020 email by September 24, 2020.
- 29. On or about September 15, 2020, Albiani sent an email with a complete Notice of Contact Information Change form and six written statements to the Bureau with additional information regarding her work history and investment account. In these written statements, Albiani stated that she disclosed her termination from employment with Jackson Rancheria Casino on her Supplemental.
- 30. On or about September 16, 2020, Albiani sent three more written statements to the Bureau with additional information regarding her financial history and online sports gambling.
- 31. On or about September 17, 2020, Albiani sent five more written statements to the Bureau with additional information regarding her local work permit, tax returns, collection and charge-off accounts, and defaults on tax repayment plans.
- 32. On or about September 24, 2020, Bureau staff and Albiani exchanged emails. The Bureau requested front and back copies of certain checks issued by Albiani, information related to her local work permit, a copy of her current local work permit, and documentation regarding

payment plans for her tax-related debt. Albiani responded that she would provide the items requested by the Bureau at the beginning of next week.

- 33. On or about September 30, 2020, Albiani sent four more written statements to the Bureau. Albiani provided information regarding her local work permit and stated that she would send a copy of her current local work permit via U.S. mail. Albiani stated that she does not have copies of the checks requested and that she defaulted on her tax repayment plans.
- 34. On or about November 20, 2020, Bureau staff sent a letter to Albiani requesting 13 categories of items related to her Application by November 30, 2020. The Bureau sent follow-up emails to Albiani on November 23 and 30, 2020. On or about November 30, 2020, Albiani emailed the Bureau that she never received the November 23, 2020 email and that she will send a response by December 9, 2020. On or about December 1, 2020, Bureau staff emailed Albiani notifying her that Bureau management approved an extension of the deadline for Albiani to respond to December 7, 2020.
- 35. On or about December 7, 2020, Albiani sent a written statement to the Bureau providing responses to the items requested in the Bureau's November 20, 2020 letter. This letter was stamped "received" by the Bureau on December 18, 2020.
- 36. On or about December 9, 2020, Bureau staff sent a "final notice" email and letter to Albiani requesting a response to its November 20, 2020 letter by December 16, 2020.
- 37. On or about February 10, 2021, Bureau staff emailed Albiani inquiring how often she currently bets on sports online and the last time she placed an online sports bet. On or about February 16, 2021, Albiani sent an email to the Bureau responding to its inquiry.
- 38. On or about March 2, 2021, Albiani left a voicemail with Bureau staff asking if there was anything further that the Bureau needed from her. On or about March 3, 2021, Bureau staff sent an email to Albiani stating that no further information was needed at this time. On or about March 18, 2021, Albiani left a voicemail message with Bureau staff asking what documents the Bureau needs from her. On or about March 19, 2021, Albiani sent an email to the Bureau again asking what documents and information it needs from her. On or about March 22, 2021, Bureau

staff sent an email to Albiani requesting a copy of her payment plans and/or documentation showing the current balance for her delinquent taxes for the years 2014, 2015, and 2017.

- 39. On or about March 31, 2021, Albiani sent a written statement to the Bureau regarding her tax debts, payment plan, and that she will not have any written documentation from the Internal Revenue Service (IRS) until April 2021, and that she can send copies then if requested.
- 40. On or about April 7, 2021, Bureau staff sent two emails to Commission staff acknowledging that Albiani sent a letter to the Bureau on or about April 6, 2021 regarding her tax debts but that she did not provide documentation from the IRS as requested. Bureau staff also stated that it did not receive documentation from Albiani regarding her collection account with Kaiser Permanente, but that the Bureau did not request it in its March 22, 2021 email because it received a response from Kaiser Permanente to the Bureau's account verification request.
- 41. On or about July 22, 2021, Albiani sent three written statements to the Bureau and Commission regarding her payment in full of her collection account with Kaiser Permanente, her current tax payment plan with the IRS, and her history of online sports gambling.
- 42. From January 6, 2020 through January 24, 2021, Albiani was on medical disability. During the evidentiary hearing, Albiani testified that she was on full medical disability from March 2020 through September 24, 2020. Albiani returned to work one day per week from October 4, 2020 through January 15, 2021.
- 43. During the evidentiary hearing, Albiani testified that she never received any documentation regarding her repayment plans with the IRS, which she set up over the telephone. Albiani acknowledged that the IRS provided how to set up an account online through its website, which Albiani testified would allow her to get documentation about her repayment plan. Albiani is in her third repayment plan with the IRS after previously defaulting twice.
 - 44. Albiani also testified in detail regarding the application process as follows:
 - a. That she was unaware that she would still be expected to be involved in the background investigation process given that she was on full medical disability at the time;

- b. That she felt very uncomfortable investigating herself and that it was not productive to have the applicants investigate themselves;
- c. That the deadlines to respond to Bureau inquiries are unacceptable and ridiculous, and that it was not possible to meet the Bureau's deadlines;
- d. That the Bureau was not asking for anything it did not already have or could not obtain on its own;
- e. That the Bureau already knew the information it was asking for and that the Bureau was only asking for information to determine if she would comply with the requests for information;
- f. That she never understood that providing information to the Bureau had any bearing on it being able to obtain that information;
- g. That she expected the Bureau to find the information it was requesting given that she provided an authorization to release records;
- h. That she did not know the Bureau wanted information regarding her tax payments;
- i. That she believed documentation requested by the Bureau had to come from the company, such as Kaiser Permanente or the IRS, rather than from her;
- j. That she was never non-compliant with Bureau requests;
- k. That she tried various avenues to get documents and gave phone numbers to the Bureau, and thought that was showing an intent to comply with the background investigation process; and
- 1. That she fully believes she had "never not responded" to the Bureau and was in full compliance although she provided tardy responses at various times.
- 45. During the evidentiary hearing, Frances Asuncion (Asuncion), Staff Services Manager II over the cardroom licensing section, testified on behalf of the Bureau. Asuncion testified that the Bureau reviews bank statements, deposits, and withdrawals during its background investigation of applicants. Asuncion testified that Albiani provided written statements regarding

her IRS repayment plans and collection account with Kaiser Permanente, but never provided proof of her payment plan with the IRS or proof of the resolution of her collection account with Kaiser Permanente.

Albiani's History of Online Sports Gambling

- 46. In a written statement to the Bureau dated September 16, 2020, Albiani acknowledged that several bank deposits and withdrawals in 2018 and 2019, including from the websites "Buysale.top" and "Webgo.dvp," were for online sports gambling on horse racing.
- 47. In a written statement to the Bureau dated December 7, 2020, Albiani stated that she probably began sports gambling online around December 2016. She stated that she began playing on the website "Bovada.com" around December 2016. Albiani also stated that she rarely currently bets on sports online.
- 48. In an email to the Bureau dated February 16, 2021, Albiani stated "currently I very rarely sports bet online and if I do, it is almost always for no money. The last time I sports bet online was January 23, 2021."
- 49. In a written statement to the Bureau and Commission dated July 22, 2021, Albiani stated that she has not gambled on sports online since January 23, 2021. She also stated that she thought it was illegal to bet on sports online in California until she attended a Problem Gambler's presentation, after which she thought it was legal to bet on sports online in 2017, 2018, and 2019.
- 50. During the evidentiary hearing, Albiani testified that she thought it was illegal to bet on sports online until she started working at Limelight. She stated that she attended two annual Gamblers Awareness/Problem Gambling presentations while working at Limelight and that she understood from both presentations that online sports gambling had become legal. She stated that the leader of the presentations explained that online sports gambling was now legal and later reiterated that statement when asked. Albiani stated that she and other employees with Limelight thought it was strange that they did not know online sports gambling had become legal. Albiani stated that she believed the presentations took place in 2018 and 2019, but could have taken place in 2017 and 2018. Albiani also stated that she thought that the presentations were put

on by the State of California.

- 51. Albiani testified that the annual Gamblers Awareness/Problem Gambling presentations were the only sources of information she had that online sports gambling had become legal. She testified that she did not think to look into it further or verify her understanding that online sports gambling had become legal. Albiani testified that she did not question being able to gamble on sports online, even though she acknowledged that it would have been big news, because she knew you could bet in-person on sports in California and have been able to do that her entire life.
- 52. Albiani testified that that after learning that online sports gambling had become legal, she made at least 50 online sports bets, including on horse racing, UFC, golf, and maybe a couple of football games. Albiani testified that Bovada.com was the main sports website of the three websites she used. She testified that Bovada.com had the most backing, stability, and longevity. She further testified that she only bet on sports online in the year and a half after she started at Limelight when she learned online sports gambling had become legal.
- 53. Albiani testified that she believed the last time she made a sports bet online was December 2019. Albiani later acknowledged that she made a non-monetary bet on the UFC fight card including MacGregor versus Poirier through the website DraftKings.com on January 23, 2021. She testified that you can place bets against your friends online for no money and that she bet her ex a bottle of wine on the January 23, 2021 fight card. Albiani testified that she could not recall the last time she bet on sports online for money.
- 54. Albiani testified that she learned that it was illegal to bet on sports online when the Bureau explained it to her and asked why she was betting on sports online, which she thought occurred in February 2021.

Albiani's Letter of Reference

55. Albiani submitted a letter of reference from Robert Manley (Manley) in support of her Application. Manley states that he first met Albiani in June 2004 while they were both working at Jackson Rancheria Casino. Manley describes Albiani as professional and trustworthy in her

actions on and around controlled gambling. Manley states that Albiani is a fine supervisor given her knowledge of gaming rules and regulations, calm and professional demeanor, honesty, and integrity. Manley concludes that he also knows Albiani on a personal level and that she is honest, trustworthy, responsible, hardworking, and intelligent.

Assessment of Albiani's Suitability for Licensure

- 56. The letter of reference from Manley was individualized and candid, and relates to both Albiani's work in controlled gambling and her personal attributes outside of work. These attributes include Albiani's professional demeanor, responsibility, honesty, and integrity. This letter of reference reflects positively on Albiani's character.
- 57. The fact that there was no derogatory information regarding Albiani's history in controlled gambling reflects positively on her character and her ability to participate in controlled gambling.
- 58. However, there are three significant areas of concern regarding Albiani's suitability for licensure: (1) her failure to disclose her termination from Jackson Rancheria Casino on her Supplemental; (2) her responsiveness, statements, and testimony regarding her responses to Bureau inquiries throughout the background investigation; and (3) her history and testimony regarding online sports gambling. These areas of concern raise questions about her character, honesty, and integrity, and ability to participate in or be associated with controlled gambling. Failure to Disclose Her Termination from Jackson Rancheria Casino on the Supplemental
- 59. Applications for licensure by the Commission are submitted on forms furnished by the Bureau. An applicant for licensing shall make full and true disclosure of all information to the Bureau and Commission as necessary to carry out the policies of this state relating to licensing, registration, and control of gambling.
- 60. An application consists of two parts. The first part is two pages and consists of five sections, including instructions, applicant information, and job title/description. The application's instructions provide that the applicant "must provide truthful information in all your responses in this application." The application's instructions also provide that "any misrepresentation or

failure to disclose information required on this application may constitute sufficient cause for denial or revocation."

- 61. The second part of an application is the Supplemental, which consists of 14 pages. The Supplemental contains 12 sections and requires that the applicant disclose, among other things, experience and employment history. All of the information requested on the Application and Supplemental has been considered through the legislative and regulatory processes and determined necessary in order for the Commission to discharge its duties properly. An applicant is neither expected, nor permitted, to determine the importance of the information requested, and instead is required to provide full and complete information as requested.
- 62. The Bureau relies, in large part, on the applicant's disclosures while conducting a background investigation. The failure to honestly and accurately disclose complete information on an application subverts the Bureau's efforts to conduct a thorough and complete investigation.
- 63. Both the substance of an applicant's disclosures, and the truthfulness and thoroughness of an applicant's disclosures, are considered by the Bureau in making a recommendation as to the applicant's suitability for licensure, and by the Commission in making a determination whether to approve or deny a license application.
- 64. Section (12) of the Supplemental is a Declaration, to be signed by the applicant under the penalty of perjury, that the statements contained therein are true, accurate, and complete.

 Albiani signed the Declaration on December 17, 2019.
- 65. Section (4) of the Supplemental asks for information regarding experience and employment history. It requires the applicant to disclose work history and periods of unemployment for the past 10 years. The applicant is required to list all jobs, including part-time, temporary, and self-employment. For each job, the applicant is required to check a box regarding whether the job was "gaming related" and the reason for leaving. If the reason for leaving was a termination, the applicant must disclose this, and is also required to explain the circumstances of the termination.
 - 66. Employment history that is "gaming related" is especially important because an

applicant's prior employment in controlled gambling provides relevant and material information regarding an applicant's suitability to work in controlled gambling. A termination is relevant because it may reveal that an applicant engaged in conduct that reflects poorly upon the applicant's character, honesty, or integrity, or ability to participate in controlled gambling. A termination from a position in controlled gambling is a material fact related to the applicant's qualification for licensure.

- 67. Albiani filled out the Supplemental as part of her Application. On the Supplemental, Albiani stated that her reason for leaving Jackson Rancheria Casino was "to work as a horse trainer full time." This response appears technically accurate because Albiani's subsequent position after employment with Jackson Rancheria Casino was a horse trainer. However, this disclosure was incomplete and misleading because Albiani was terminated from Jackson Rancheria Casino. Albiani only disclosed her termination from Jackson Rancheria Casino after the Bureau conducted its background investigation and notified Albiani of its findings.
- 68. According to both Jackson Rancheria Casino and Albiani, she was terminated for failing to return from a leave of absence. A termination for failure to return from a leave of absence does not trigger suitability concerns. However, the fact that the Commission might later determine that a termination is not itself cause for denying an application does not excuse a failure to disclose it. An applicant is required to make full and true disclosure of all information asked on an application because that information is necessary for the Commission to carry out the policies of the Gambling Control Act and may be material. Albiani failed to make a full and true disclosure on her Application regarding her termination from Jackson Rancheria Casino.
- 69. Albiani did not provide any information that would excuse her failure to disclose her termination from Jackson Rancheria Casino on her Supplemental. Albiani's failure to disclose her termination on her Supplemental also calls into question her honesty and integrity.

 Albiani's Responsiveness, Statements, and Testimony Regarding Her Responses to Bureau Inquiries Throughout the Background Investigation
 - 70. The application process commences with the Bureau's receipt of an application for

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licensure or other approval by the Commission. As required by the Gambling Control Act, the Bureau begins its background investigation of an applicant upon receipt of an application. The Bureau's background investigation does not conclude until it submits a background investigation report to the applicant and the Commission, and has a pre-denial meeting with the applicant if recommending denial. This process can continue beyond the date the Bureau submits its background investigation report if the applicant provides, or the Bureau otherwise obtains, additional information.

71. In addition to an applicant's responsibility in completing their application, an applicant is required to provide timely, accurate, truthful, and complete responses to subsequent Bureau inquiries in order for the Bureau to be able to complete its background investigation and issue its background investigation report and recommendation to the applicant and the Commission. The failure of an applicant to provide timely, accurate, truthful, and complete responses to Bureau inquiries subverts the Bureau's efforts to conduct a thorough and complete investigation and can result in a Bureau denial recommendation and/or Commission denial of an application.

72. During the application and background investigation process, Albiani frequently provided late and/or incomplete responses to Bureau inquires. Albiani did not respond to the Bureau's March 3, 2020 email requesting 15 additional items of information related to her Application until she left a voicemail for Bureau staff on April 6, 2020. Albiani and Bureau staff spoke and exchanged numerous voicemails in April 2020. Albiani left a voicemail message for Bureau staff on June 4, 2020, and she and Bureau staff spoke on June 9, 2020. The next contact was from Bureau staff leaving a voicemail message for Albiani on September 11, 2020. On September 14, 2020, Bureau staff sent an email to Albiani again requesting a response to its March 3, 2020 email and a complete Notice of Contact Information change. From March 3, 2020 through September 14, 2020, a period of over six months, Albiani never provided any written and substantive responses to the Bureau regarding its requests for additional information related to her Application. These late responses are somewhat explained and mitigated by the fact that Albiani

was on medical disability during this time.

73. On September 15, 2020, while still on medical disability, Albiani finally provided written and substantive responses to the Bureau, including a complete Notice of Contact Information Change form. Albiani followed up with several additional written responses to Bureau inquiries on September 16, 17, and 30 2020. However, Albiani did not provide the requested supporting documentation regarding any payment plans she had for a collection account and tax-related debt.

74. Albiani responded to the Bureau's November 20, 2020 letter in a written statement dated December 7, 2020, which was stamped received by the Bureau on December 18, 2020. Albiani responded to the Bureau's February 10, 2021 email on February 16, 2021. After being released from medical disability, Albiani took the initiative and contacted Bureau staff on March 2, 2021 and asked if it needs anything further from her. Albiani responded to the Bureau's March 22, 2021 email requesting a copy of Albiani's payment plans and/or documentation showing the current balance of her delinquent taxes on March 31, 2021, but stated that she did not have any written documentation from the IRS. Albiani sent three written statements to the Bureau and Commission regarding her payment in full of her collection account with Kaiser Permanente, her current tax payment plan with the IRS, and her history of online sports gambling, but again did not include any documentation regarding her collection account with Kaiser Permanente or tax repayment plans with the IRS.

75. Albiani offered several explanations regarding why she often failed to provide timely and complete responses to Bureau inquiries. The fact that Albiani was on medical disability during the Bureau's background investigation certainly could have caused delays in the submission of her responses to the Bureau. However, Albiani offers several other explanations that, especially when taken together, lack merit and appear designed to excuse her conduct and shift the blame for any missing or delayed receipt of information to the Bureau. For example:

a. Albiani stated that she was unaware that she would still be expected to be involved in the background investigation process given that she was on full

- medical disability at the time. This explanation lacks merit because she received and responded (albeit often untimely and with incomplete responses) to numerous emails and letters from the Bureau and never expressed that she would not be able to comply due to her medical disability.
- b. Albiani stated that she felt very uncomfortable investigating herself and that it was not productive to have the applicants investigate themselves. This explanation lacks merit because Albiani voluntarily filled out the Application and agreed to undergo a background investigation conducted by the Bureau.
- c. Albiani stated that the deadlines to respond to Bureau inquiries are unacceptable and ridiculous, and that it was not possible to meet the Bureau's deadlines. This explanation lacks merit because while some of the Bureau's deadlines may be stringent, the Bureau frequently extended deadlines for Albiani to comply and continued to perform its background investigation despite Albiani's delays. In fact, the Bureau was still requesting responses to its March 3, 2020 email six months later in September 2020.
- d. Albiani stated that the Bureau was not asking for anything it did not already have or could not obtain on its own. This explanation is based on an incorrect assumption regarding the background investigation process and appears designed to excuse Albiani for failing to provide timely and complete responses because she believed it was unnecessary for her to do so.
- e. Albiani stated that she did not know the Bureau wanted information regarding her tax payments. This explanation lacks merit because the Bureau specifically requested information and supporting documentation regarding any payment plans for her tax-related debt in its March 3, 2020 email.
- f. Albiani stated that she believed documentation requested by the Bureau had to come from the company, such as Kaiser Permanente or the IRS, rather than from her. This explanation lacks merit because the Bureau never stated that the

information had to come from the company and expressly requested that she provide the information.

- 76. Other than the delays caused by Albiani's medical disability, the above explanations for failing to provide complete and timely responses to the Bureau lack merit and credibility, and call into question Albiani's character, honesty, and integrity.
- 77. However, Albiani's statements that she always responded to Bureau inquires and had "never not responded" are supported by the many voicemail messages, telephone calls, and written statements provided by Albiani to the Bureau. While her excuses and explanations for her failure to provide timely and complete responses lack support, Albiani eventually responded, though not in full, to all of the Bureau's inquiries.

Albiani's History of Online Sports Gambling

- 78. Albiani's history and testimony regarding her online sports gambling raises substantial concerns about her suitability for licensure. According to Albiani, she has been gambling on sports online from December 2016 to January 23, 2021 despite that gambling on sports online in California was (and is) unlawful. Albiani testified that she made at least 50 online sports bets during this time on a variety of sports. Albiani's four years of unlawful online sports gambling directly undermines the effective regulation and control of controlled gambling and creates or enhances the dangers of illegal practices in the conduct of controlled gambling.
- 79. Albiani's explanation for her years of unlawful online sports gambling lacks credibility and fails to excuse her unlawful conduct. Albiani provided two written statements that she started sports gambling online in December 2016. However, Albiani stated that she only started gambling on sports online after attending a Gamblers Awareness/Problem Gambling presentation at Limelight in either 2017 or 2018, where she states she had first learned that online sports gambling had become legal. Regardless of the date the presentation took place, Albiani's own statements demonstrate that she started gambling on sports online prior to learning of its alleged legality during the first presentation at Limelight.
 - 80. Albiani also stated that she learned it was legal to gamble on sports online during both

annual presentations at Limelight, but it strains credibility to believe that incorrect information regarding a subject as important as the legality of online sports gambling during a Gamblers Awareness/Problem Gambling presentation was provided in two separate annual presentations at Limelight. Albiani also stated that she believed the presentations were provided by the State of California, which would mean that the State of California was providing incorrect and false information in its presentations on Gamblers Awareness/Problem Gambling to the employees of Limelight. Albiani's statements are not supported by anything in the evidentiary record. Further, Albiani does not provide any evidentiary or witness support for her statements that she was informed that online sports gambling had become legal. Albiani's statements regarding the presentations and learning that online sports gambling had become legal appear intentionally designed to excuse her unlawful conduct.

81. Additionally, Albiani stated that she never attempted to verify with any other source that online sports gambling had become legal in California in the four years she gambled on sports online despite her surprise that online sports gambling had suddenly become legal. Albiani admitted that online sports gambling becoming legal "would have been big news." While these statements appear to explain why she continued to gamble on sports online, these statements also mean that she neglected to take even a single action in four years to verify that her online sports gambling was lawful.

82. Albiani attempts to justify her alleged misunderstanding that online sports gambling had become legal by claiming that since in-person sports gambling in California was legal, it made sense that online sports gambling also became legal. However, Albiani's statement that in-person sports gambling was legal in California is incorrect. With the exception of horse racing, gambling on sports in-person in California has been, and continues to be, unlawful. Albiani's rationalization is either a deliberately misleading attempt to excuse her conduct of unlawful online sports gambling, or she is completely unaware of what is lawful and unlawful in sports gambling in the State of California. Assuming it is the latter, then Albiani's complete lack of awareness regarding what forms of gambling are legal in California, despite having worked in

controlled gambling for 20 years, directly poses a threat to the public interest of this state and to the control of controlled gambling, and directly resulted in her participation in unlawful gambling.

83. Albiani also attempts to minimize the importance of her unlawful online sports gambling by stating that she only bet online in the approximately year and a half she thought it was legal. This is belied by her statements that she began sports gambling online in December 2016 and continued gambling on sports online as recently as January 23, 2021, a period of over four years.

84. Yet another concern is that Albiani did not stop gambling on sports online even after being informed it was unlawful during the Bureau's background investigation process. The Bureau informed Albiani that it was unlawful to bet on sports online during its pre-denial meeting on January 5, 2021. Albiani made an online sports bet on an MMA fight card on January 23, 2021, although Albiani states that the bet was for no money. However, in an email to the Bureau dated February 16, 2021, Albiani stated "currently I very rarely sports bet online and if I do, it is almost always for no money. The last time I sports bet online was January 23, 2021." In this email, Albiani acknowledged that she continued to gamble on sports online after learning it was unlawful, and even admitted that she still gambles on sports online for money.

85. Overall, Albiani's unsupported and conflicting statements regarding her history of unlawful online sports gambling demonstrate a lack of good character, honesty, and integrity. Further, Albiani's years of unlawful online sports gambling, and lack of knowledge of the legality of in-person and online sports gambling despite having worked in controlled gambling for 20 years, poses a threat to the public interest of this state and to the effective regulation and control of controlled gambling.

86. All documentary and testimonial evidence submitted by the parties that is not specifically addressed in this Decision and Order was considered but not used by the Commission in making its determination on Albiani's Application.

87. The matter was submitted for Commission consideration on December 3, 2021.

LEGAL CONCLUSIONS

- 88. Division 1.5 of the Business and Professions Code, the provisions of which govern the denial of licenses on various grounds, does not apply to licensure decisions made by the Commission under the Gambling Control Act. Business and Professions Code section 476(a).
- 89. Public trust that permissible gambling will not endanger public health, safety, or welfare requires that comprehensive measures be enacted to ensure that gambling is free from criminal and corruptive elements, that it is conducted honestly and competitively, and that it is conducted in suitable locations. Business and Professions Code section 19801(g).
- 90. Public trust and confidence can only be maintained by strict and comprehensive regulation of all persons, locations, practices, associations, and activities related to the operation of lawful gambling establishments and the manufacture and distribution of permissible gambling equipment. Business and Professions Code section 19801(h).
- 91. The Commission has the responsibility of assuring that licenses, approvals, and permits are not issued to, or held by, unqualified or disqualified persons, or by persons whose operations are conducted in a manner that is inimical to the public health, safety, or welfare. Business and Professions Code section 19823(a)(1).
- 92. An "unqualified person" means a person who is found to be unqualified pursuant to the criteria set forth in Section 19857, and "disqualified person" means a person who is found to be disqualified pursuant to the criteria set forth in Section 19859. Business and Professions Code section 19823(b).
- 93. The Commission has the power to deny any application for a license, permit, or approval for any cause deemed reasonable by the Commission. Business and Professions Code section 19824(b).
- 94. The Commission has the power to take actions deemed to be reasonable to ensure that no ineligible, unqualified, disqualified, or unsuitable persons are associated with controlled gambling activities. Business and Professions Code section 19824(d).
 - 95. Every key employee shall apply for and obtain a key employee license. Business and

Professions Code section 19854(a).

- 96. No person may be issued a key employee license unless the person would qualify for a state gambling license. Business and Professions Code section 19854(b).
- 97. The burden of proving his or her qualifications to receive any license from the Commission is on the applicant. Business and Professions Code section 19856(a).
- 98. An application to receive a license constitutes a request for a determination of the applicant's general character, integrity, and ability to participate in, engage in, or be associated with, controlled gambling. Business and Professions Code section 19856(b).
- 99. In reviewing an application for any license, the commission shall consider whether issuance of the license is inimical to public health, safety, or welfare, and whether issuance of the license will undermine public trust that the gambling operations with respect to which the license would be issued are free from criminal and dishonest elements and would be conducted honestly. Business and Professions Code section 19856(c).
- 100. The burden of proof is always on the applicant to prove his, her, or its qualifications to receive any license or other approval under the Gambling Control Act. CCR section 12060(i).
- 101. No gambling license shall be issued unless, based on all of the information and documents submitted, the commission is satisfied that the applicant is a person of good character, honesty, and integrity. Business and Professions Code section 19857(a).
- 102. No gambling license shall be issued unless, based on all of the information and documents submitted, the commission is satisfied that the applicant is a person whose prior activities, criminal record, if any, reputation, habits, and associations do not pose a threat to the public interest of this state, or to the effective regulation and control of controlled gambling, or create or enhance the dangers of unsuitable, unfair, or illegal practices, methods, and activities in the conduct of controlled gambling or in the carrying on of the business and financial arrangements incidental thereto. Business and Professions Code section 19857(b).
 - 103. No gambling license shall be issued unless, based on all of the information and

documents submitted, the commission is satisfied that the applicant is a person that is in all other respects qualified to be licensed as provided in this chapter. Business and Professions Code section 19857(c).

- 104. An application will be denied if the Commission finds that the applicant has not satisfied the requirements of Business and Professions Code section 19857. CCR section 12040(a)(1).
- 105. An applicant demonstrates good character, honesty, and integrity through providing accurate, complete, and truthful responses on their application, in response to Bureau inquiries, and while testifying during the evidentiary hearing. An applicant fails to demonstrate good character, honesty, and integrity by omitting pertinent derogatory information, and providing misleading, inconsistent, unsupported, and not credible responses on their application, in response to Bureau inquiries, and while testifying an evidentiary hearing. This is especially true when those responses and testimony appear to be a deliberate attempt to shield an applicant from derogatory or unfavorable information or impressions.
- 106. An applicant also demonstrates good character, honesty, and integrity through proper, appropriate, and honest conduct, especially while working in controlled gambling. An applicant fails to demonstrate good character, honesty, and integrity through unsuitable, unfair, dishonest, and unlawful conduct.
- 107. Albiani's failure to disclose her termination from Jackson Rancheria Casino on her Supplemental could have been an accidental oversight. However, Albiani failed to offer any excuse for her failure to disclose the termination on her Supplemental. In addition, Albiani provided inconsistent and unsupported explanations and excuses regarding her failure to provide timely and complete responses to the Bureau during its background investigation. Albiani also provided inconsistent, unsupported, and not credible statements regarding her history of online sports gambling, including how she learned that online sports gambling became legal, when she started gambling on sports online, and how long she gambled on sports online. These statements and testimony appear intentionally designed to place Albiani in a favorable light and excuse her

1 failure to provide timely and complete responses to the Bureau and years of unlawful online 2 sports gambling. These statements and testimony demonstrate a lack of good character, honesty, 3 and integrity. Additionally, Albiani continued to gamble on sports online even after learning it 4 was unlawful, which demonstrates a further lack of good character and integrity. Based on the 5 foregoing, Albiani has failed to meet her burden of proving that she is a person of good character, 6 honesty, and integrity. As a result, Albiani is unqualified for licensure pursuant to Business and 7 Professions Code section 19857(a). Based on the foregoing, Albiani's Application must be denied 8 pursuant to CCR section 12040(a)(1). 9 108. Albiani unlawfully gambled on sports online for over four years, and continued to 10 do so even after receiving information from the Bureau that it was unlawful. Albiani failed over 11 the course of four years to verify that online sports gambling had become legal, and one of her 12 reasons for failing to verify was her mistaken belief that in-person sports gambling is lawful in 13 California. Albiani's lack of understanding regarding the legality of both in-person and online 14 sports gambling, her failure to verify that online sports gambling was legal before and while she 15 participated in it, and her participation in unlawful online sports gambling for over four years, 16 poses a threat to the public interest of this state, to the effective regulation and control of 17 controlled gambling, and directly resulted in illegal gambling activities. As a result, Albiani is 18 unqualified for licensure pursuant to Business and Professions Code section 19857(b) and her 19 Application must be denied pursuant to CCR section 12040(a)(1). 20 NOTICE OF APPLICANT'S APPEAL RIGHTS 21 Albiani has the following appeal rights available under state law: 22 CCR section 12064, subsections (a) and (b) provide, in part: (a) After the Commission issues a decision following a GCA hearing conducted 23 pursuant to Section 12060, an applicant denied a license, permit, registration, or finding of suitability, or whose license, permit, registration, or finding of 24 suitability has had conditions, restrictions, or limitations imposed upon it, may

request reconsideration by the Commission. A request for reconsideration must

(1) Made in writing to the Commission, copied to the Complainant. The Bureau may provide a written response to the Commission within 10 calendar days

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be:

of receipt of the request; and

(2) Received by the Commission and Complainant within 30 calendar days of 1 service of the decision, or before the effective date specified in the decision, whichever is earlier. 2 3 (b) A request for reconsideration must state the reasons for the request, which must be based upon either: 4 (1) Newly discovered evidence or legal authorities that could not reasonably have been presented before the Commission's issuance of the decision or at the 5 hearing on the matter; or, (2) Other good cause which the Commission may decide, in its sole discretion, 6 merits reconsideration. 7 Business and Professions Code section 19870, subdivision (f) provides: 8 A decision of the commission after an evidentiary hearing, denying a license or 9 approval, or imposing any condition or restriction on the grant of a license or approval may be reviewed by petition pursuant to Section 1085 of the Code of Civil Procedure. Section 1094.5 of the Code of Civil Procedure shall not apply to 10 any judicial proceeding held to consider that petition, and the court may grant the petition only if the court finds that the action of the commission was arbitrary and 11 capricious, or that the action exceeded the commission's jurisdiction. 12 CCR section 12066, subsection (c) provides: 13 A decision of the Commission denying an application or imposing conditions on a 14 license will be subject to judicial review as provided in Business and Professions Code section 19870, subdivision (e). Neither the right to petition for judicial 15 review nor the time for filing the petition shall be affected by failure to seek reconsideration. 16 17 18 19 20 21 22 23 24 25 26 27 28 29

1 **ORDER** 2 1. Carmelita Albiani's Application for Gambling Establishment Key Employee License 3 is DENIED. 4 2. No costs are awarded. 5 3. Each side to pay its own attorneys' fees. 6 This Order is effective on March 14, 2022. DocuSigned by: 7 2/10/2022 Dated: Signature: 8 Paula LaBrie, Chair 9 DocuSigned by: 2/10/2022 Cathleen Galgiani 10 Dated: Signature: Cathleen Galgiani, Commissioner 11 DocuSigned by: 12 2/10/2022 Eric Heins Signature: Dated: _____ 13 Eric Heins, Commissioner DocuSigned by: 14 2/10/2022 William Liu Dated: _____ Signature: 15 William Liu, Commissioner 16 DocuSigned by: 2/10/2022 17 Dated: _____ Signature: Edward Yee, Commissioner 18 19 20 21 22 23 24 25 26 27 28 30

Decision and Order, CGCC Case No: CGCC-2021-0408-5